Independent Verification & Validation Facility	**Preparation of System Level Procedures**	**53.IT.0005-2 Revision: F Effective Date: September 1999**

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APPROVAL SIGNATURES		DATE
Louis Blazy (original signature on file)	IV&V Facility Director	09/09/99

REVISION HISTORY			
Rev No.	Description of Change	Author	Effective Date
Basic	Initial Release	Siamak Yassini IT/332	07/21/97
A	Minor Changes. Added section 8; Added NASA Policy Guideline NPG 1441.1	Siamak Yassini IT/332	01/9/98
B	Format Changes to be consistent with Ames format requirements	Siamak Yassini IT/332	05/13/98
C	Format changes to reflect new numbering and naming system	Siamak Yassini IT/332	07/23/98
D	Quality Records - format changes, Doc number change	Siamak Yassini IT/332	08/26/98
E	Document number change, Moved under 4.5 Document data control	Siamak Yassini IT 332	01/27/99
F	References to Ames Quality Manual replaced with references to IV&V Facility Quality Manual	Siamak Yassini IT/332	09/10/99

REFERENCE DOCUMENTS	
Document Number	Document Title
53.IT.0005	Document and Data Control
NPG 1442.1	NASA Uniform Files Index
NPG 1441.1	NASA Records Retention Schedule
53.IT.0016	Control of Quality Records

1.0 Purpose

The purpose of this procedure is to establish a consistent method for preparing System Level Procedures (SLPs).

2.0 Scope

This procedure is applicable to all SLPs prepared at the IV&V Facility.

3.0 Definitions and Acronyms

System Level Procedure: A document providing the principles and operating procedures for a specific aspect of the IV&V Facility Quality System. An SLP defines the responsibilities of and relationships between organizations implementing the Quality System. An SLP describes what is to be done when, where, and by whom.

4.0 Flow Chart

Presents each step or activity briefly in actual sequence. Flow charts are used for clarification of the described procedures when possible. Each flow symbol is labeled with the corresponding section or paragraph number. (Refer to Appendix B for a more detailed example.) The flow diagram presents an overview of the procedure. Flow diagrams shall be done in MicroGrafx Flowcharter and imported into the SLP.

5.0 Responsibilities

The author shall specify each functional organization involved in the procedure and define each organization's responsibilities and authority. The responsibilities section addresses all applicable ISO "shall" statements.

6.0 Procedure

What follows are the specifications for preparing SLPs. For access to the template, open **S:\working\iso9000\IVVSLP**. Open the template for preparing SLPs. Rename and save to your own directory or desktop. The headers and footers shall look like the one on this document and reference to 53.IT.0005-2 procedure for formatting. After completion, review and sign off, a copy shall be saved under **S:\working\iso9000\ivvslp\53.IT.000x-x**. The ISO manager then will transfer this copy to the final directory **S:\final\iso9000\53.IT.000x-x.** The final directory has read only limited access. Each SLP shall be prepared on a Windows PC using Microsoft Word. Flow diagrams shall be created in MicroGrafx Flowcharter and imported into the SLP.

6.1 Format

The recommended font is Helvetica for all parts of the document.

6.1.1 Cover and Approval Page

Information on the cover and approval pages, and in the header and footer of the approval page, shall be as shown in this document. The headers and footers shall look like the one on this document. The document number shall appear in the upper right corner and have the following format**: 53.IT.000x-x**. The recommended font is Helvetica 14 bold. The statement "**Verify that this is the correct version before use**" shall be centered below the header on the first page of the SLP. Drafts should be marked DRAFT.

APPROVAL SIGNATURES		DATE
Approval Body	Original signature on file	XX.XX.XX

6.1.2 Revision History

Shall identify the revision number, description of changes, responsible person, and effective date.

REVISION HISTORY			
Rev No.	Description of Change	Author	Effective Date
A	Summarize changes	Name	XX.XX.XX

6.1.3 Reference Document

Shall identify a list of document numbers and title as a reference.

REFERENCE DOCUMENTS	
Document Number	Document Title

6.1.4 Body of Document

The body text shall be 12 point. Page margins shall be 1 inch top, bottom, left, and right.

6.1.5 Section Headings

SLP headings and subheadings shall use the point numbering system. All headings and subheadings shall be bold. First-level headings (e.g., 1 and 2) shall be flush left, in 12 point. Subheadings shall be 12 point, initial caps, and indented as appropriate. Paragraph numbers will be indented as needed to fit (See Appendix A).

6.2 Content

What follows is a description of the content and function of each part of an SLP document:

6.2.1 Purpose (Section 1)

Provides a clear statement of **why** you are writing this procedure.

The purpose of this SLP is to establish a consistent and documented method for ensuring that acquired products and services conform to specific requirements.

6.2.2 Scope (Section 2)

State the applicability and limits to which this procedure shall be used. Answer questions of applicability, "This procedure applies **to what, where, when, whom, how…"** Outlines the area, function, group, or personnel to which the procedure applies.

This procedure is applicable and all acquisitions made by IV&V Facility.

6.2.3 Definitions (Section 3)

Defines those words, phrases, terms, acronyms, and abbreviations that apply specifically to the procedure.

6.2.4 Flow (Section 4)

Flow chart is optional. For complex and cross functional processes, flow charts give affected personnel and all other interested readers a good overview of the processes. Refer to Appendix B.

6.2.5 Responsibilities (Section 5)

Specifies each functional organization involved in the procedure and defines each organization's responsibilities and authority. It addresses all applicable ISO "shall" statements.

6.2.6 Procedure (Section 6)

Presents in actual sequence each step or activity of the procedure. Refers to any related flow diagram by figure number. For each step or activity, identifies and explains the involvement of each organization. Identifies what input is necessary for each step or activity and from where and/or whom it will come. Identifies what output is produced and to where and/or whom it will go. Presents the procedure in a play script style using "action" statements. (Refer to Appendix A for a more detailed example.) In the left column, identifies the functional entity responsible for each step or activity.

6.2.7 Metrics (Section 7)

Identifies the metrics that will be used to evaluate performance on the given procedure.

6.2.8 Records (Section 8)

Identifies the products of the given procedure, their retention location and requirements, and the responsible party.

7.0 Metrics

Identifies the metrics that will result from the performance of the procedure.

Example:

- *Approximately monthly, the audit coordinator will provide a report to the Ames Management Representative of the rolling 12 month trend for:*
- *Percent of audits conducted more than 30 days later than scheduled.*
- *Average number of Process Improvement Proposals generated per audit.*

8.0 Records

List forms, reports, documents generated as a result of work, indicate how they will be distributed, control, and retention requirements.

Note: for records retention refer to new NASA Directives System as a NASA Procedures and Guidelines (NPG) for NASA Records Retention Schedules (NRRS), NPG 1441.1. This is a new NASA policy for ISO 9000 records.

Document Name and Identification Number	User Responsible for Record Retention	Retention Requirement	Location

Appendix A
Example of Procedure Format

6.0 Procedure

Receiving	**6.1**	Receive newly purchased test and measurement equipment and inspect in accordance with QAP 107. Determine whether equipment is electrical or mechanical. If mechanical, send to the machine shop (Step 6.3). If electrical, forward to the test department (Step 6.2).
Test Dept.	**6.2**	Receive new or repaired electrical inspection and test equipment.
	6.2.1	Log information on *Test Instrument Sheet*, noting description, location, and instrument number. Assign a unique number; affix number to the equipment. Determine whether certifications go to QA, and proceed to Step 6.2.2. If they do not, go to Step 6.2.4.
	6.2.2	Enter unit identification on the *Recall List* and place unit in use. When size permits, also place a calibration sticker on instrument indicating the date of calibration, date of next calibration, and initials of who calibrated the equipment.
	6.2.3	On a monthly basis, recall from use all equipment to be calibrated at end of the month.
	6.2.4	Collect recalled or uncertified equipment, as well as any equipment suspected of being damaged or out of calibration. Prepare proper paperwork documentation certifications.
Vendor	**6.2.5**	Return calibrated equipment directly to the test department, together with proper documentation and certifications.
Test Dept.	**6.2.6**	Record on *Test Instrument Sheet* and place on the *Recall List.* Ensure that all certifications and necessary paperwork are present.

Appendix B
Example of Flow Diagram